

Update on the Reorganization of the California Department of Health Services

December 15, 2006

This month's update on the California Department of Health Services (CDHS) Reorganization covers two main areas – the results of the CDHS Employee Survey and Frequently Asked Questions (FAQs) about the reorganization.

Highlights from the Employee Survey

Last month the Reorganization Project Management Team developed an anonymous survey to capture the opinion of CDHS employees about several different aspects of the reorganization process. 1,835 of you (31 percent of the Department) responded to the survey. The key findings of the survey are outlined below:

98 percent of CDHS staff are aware of the reorganization, but only **79 percent** know which department their program will go to.

28 percent are familiar with the purpose and projected benefits of the reorganization, with another **52 percent** somewhat familiar.

38 percent agree or highly agree with the purpose and projected benefits for the reorganization, while **22 percent** are somewhat in agreement. The most common written responses:

- Not Cost Neutral.
- Going back to the old structure of the 1970's with two separate departments. Should not have split in the first place.
- Not clear what the benefits are.

71 percent know that the CDHS Intranet & Internet has, under Important Notices, a section that contains the latest information on the reorganization.

Regarding the Updates about the reorganization, **35 percent** of you read them fully; **33 percent** partially; and **25 percent** quickly skim through them. You indicated that they:

- Are sent timely enough: 58%
- Are sent frequently enough: 56%
- Are not too technical: 56%
- Communicate effectively: 49%
- Cover key areas of interest: 46%
- Allow for questions, suggestions, and input: 36%

More than 50 percent of you indicated that you had no concerns about the following areas. But there is a significant percent of you who are concerned or very concerned about them.

- Change in office location-- No concern: 50% Concerned: **12%** Very Concerned: **12%**
- Report to different manager/supervisor-- No concern: 54% Concerned: **10%** Very Concerned: **13%**
- Change in work assignment-- No concern: 52% Concerned: **11%** Very Concerned: **10%**
- Impact on work schedule-- No concern: 55% Concerned: **11%** Very Concerned: **10%**
- Change of co-workers-- No concern: 56% Concerned: **10%** Very Concerned: **9%**
- Impact on pay warrant-- No concern: 63% Concerned: **9%** Very Concerned: **9%**
- Change in parking arrangement-- No concern: 61% Concerned: **7%** Very Concerned: **9%**

You indicated how you generally feel about the reorganization thusly:

- I think it is great: 10%
- I am okay with it: 43%
- I have some concern about it: 23%
- I am very concerned: 5%
- Other: 12%
- No Opinion: 12%

Top written responses:

- Do not believe the reorganization is cost “neutral.”
- Concerned about funding for new Department of Public Health and public health programs.
- Changing and renaming organizational boxes with no significant improvement.
- Reinventing the wheel is a waste of time and resources.
- Concerned about erosion in level of Admin support services.
- Concerned about duplication of Admin positions and creation of more management positions.
- Lack of confidence that the reorganization will result in positive impact to programs and improved services to the public.
- Concerned about redirection of positions and placement of staff.
- Take into consideration DHS offices outside of Sacramento (Richmond Campus, Field Offices, etc.).
- Involve Rank and File employees in the reorganization process.
- Make personal presentations on the reorganization, with staff Q & A opportunity.

You indicated that you would like to see the following information in future reorganization updates.

- A reorganization FAQ (Frequently Asked Questions) listing.
- More specific details like organizational charts; timelines of events, functions, and activities; nature of impact on programs and services to the public; impact on Divisions, Branches, Sections, and Units; positions redirection and staff placement; budget neutrality and funding information.
- What are the objectives, benefits, and purpose for the reorganization? How will reorganizing result in improvements to programs and services?
- Promotional and career advancement opportunities.
- How will Admin support services, and level of services, be handled under the reorganization?
- Information on how coordination efforts between the two Departments will be handled.

Overall **49 percent** thought we are doing a good job keeping you informed and updated on the reorganization. Your top three preferences for receiving future reorganization updates are email, the Intranet/Internet reorganization website posting, and division-level staff meetings.

Frequently Asked Questions (FAQs)

A recurrent request in response to the employee survey was the desire of staff to be provided answers to FAQs. Attached is the first reorganization FAQ listing; it will be posted on the CDHS website as well. Please send additional questions you would like to have answered to the Reorg mailbox. The Reorganization Project Management Team will update the reorganization FAQs at least monthly.

As always, we would like to hear your thoughts and questions about the reorganization. Please send them to Reorg@dhs.ca.gov.

We wish you a peaceful, joyous and safe Holiday Season.